Magellan Healthcare & Virginia Premier
Behavioral Health Management Program

Overview

In an effort to promote continued quality improvement for services provided to Virginia Premier CompleteCare members, Virginia Premier entered into an agreement with Magellan Healthcare, Inc. to implement a behavioral health management program. This program includes the management of all behavioral health and substance abuse treatment services including prior authorizations. **Please note that this is not Magellan of Virginia, a program within Magellan Healthcare's Public Sector Solutions Unit, who serves as the Behavioral Health Services Administrator for DMAS operating in Richmond; the Virginia Premier behavioral health program is administered by Magellan Healthcare's Commercial Unit.**

Hours of Operation: (24/7 operation)

Business Hours
- M-F: 8am-6pm EST or 7am-5pm CST

After Hours
- M-F: 6pm-8am EST or 5pm-7am CST
- Sat/Sun: All Day

Business Hours Services Include:	After Hours Services Include:
• Claims Inquiry (will be transfered to VA Premier) • Appeals and Grievances (will be transfered to VA Premier) • Authorization Requests • New to Behavorial Health Case Management (existing Case Management members transitioned after November 1, 2014)	• Authorization Requests

Prior Authorizations

Effective October 6, 2014, all CompleteCare prior authorization requests for behavioral health and substance abuse treatment services should be directed to Magellan. Magellan's phone number for authorization requests is **1-800-424-4971**.

Behavioral Health authorization request forms for outpatient services (Mental Health Skill Building, Psychosocial Rehabilitation and Intensive Community Treatment) can be found on our website. Authorization forms should be faxed to Magellan at **1-866-354-8758.**
The website address is (https://www.vapremier.com/providers/completecare-overview/provider-forms-library/)

Existing authorizations will be honored by Magellan. The handling of authorizations submitted prior to October 6, 2014, but not yet authorized, will be reviewed and processed by Virginia Premier. All authorizations requested after October 6, 2014 will be reviewed and processed by Magellan. Providers will be notified of pended, approved or denied authorizations by letter.

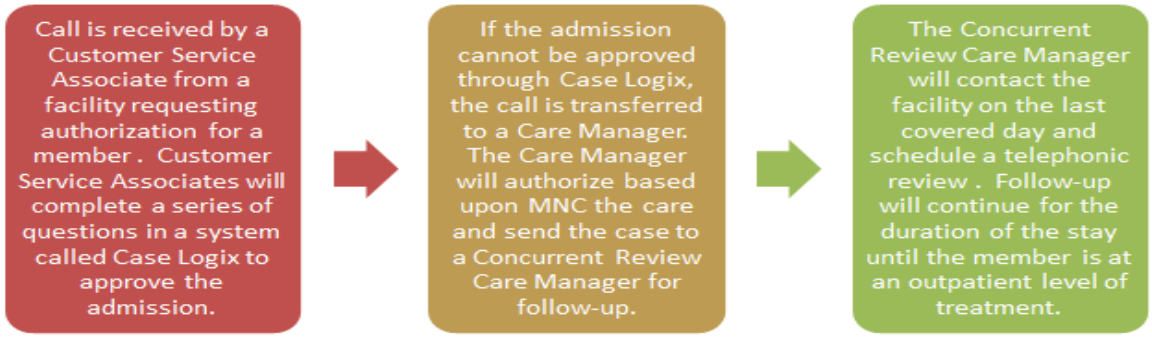
Behavioral Health and Substance Abuse Services that require an authorization:	Behavioral Health and Substance Abuse Services that will not require an authorization:

Magellan Healthcare & Virginia Premier
Behavioral Health Management Program

• Psychosocial Rehabilitation H2017 (form to fax) • Mental Health Skill Building H0046 (form to fax) • Intensive Community Treatment H0039 (form to fax) • Substance Abuse Day Treatment for Pregnant and Post-Partum Women H0015-HD • Substance Abuse Case Management H0006 • Substance Abuse Intensive Outpatient Treatment H2016 • Inpatient Psychiatric Hospitalization • Day Treatment/Partial Hospitalization H0035-HB • Substance Abuse Day Treatment/Partial Hospitalization H0047 • All Psychological Testing • 23 hour Psychiatric Observation Bed • Substance Abuse Residential Treatment for Pregnant and Post-Partum Women H0018-HD	• All Outpatient Mental Health and Substance Abuse Services (not including intensive) • All Medication Management • Opioid Treatment H0020 • Substance Abuse Crisis Intervention H0050 (only initial notification) • TDO/ECO emergency services (only initial notification) • Crisis Stabilization H2019 (only initial notification) • Crisis Intervention H0036 (only initial notification) • Mental Health Case Management H0023 will be done by Magellan and the CSBs

Requests for all behavioral health authorizations with the exception of the three noted above as (form to fax) are taken telephonically.

Magellan's Utilization Management: Inpatient and Partial Hospitalization Treatment process



VPCC Toll-Free Phone Numbers (call flow)

Referrals & Authorization toll free number: (888) 251-3063

- Prompt added for behavioral health authorizations/calls will route to Magellan (day and night)

Main CompleteCare toll free number: (855) 338-6467

- Prompt added for behavioral health authorizations/calls will route to Magellan (day and night)

Call Routing for Member Services: VPCC Member Services will receive the initial call and will triage/warm transfer the caller to Magellan as appropriate. See services listed above that should be transferred to Magellan.

Point of Contact

Magellan Healthcare & Virginia Premier
Behavioral Health Management Program

If you have any questions about this information or Virginia Premier's integrated relationship with Magellan Healthcare, please contact **Lee Peebles, Manager, Behavioral Health 804-819-5151 (ext. 55091).**